

WHAT IS CLAIMED IS:

1. A method of processing e-mail comprising:
receiving an e-mail;
comparing the text in the e-mail to a predetermined list of text;
determining a plurality of responses to the e-mail based on the step of comparing;
determining a confidence level for at least one response; and
filtering the ranked responses based on business rules.
2. The method of claim 1 further comprising forwarding the e-mail to an agent based on the comparison of the text to the list of predetermined text.
3. The method of claim 1 further comprising providing an agent with a list of selectable responses to the received e-mail.
4. The method of claim 1 further comprising providing an automated response if the confidence level exceeds a predetermined level.
- 5 The method of claim 1 further comprising displaying the confidence level to the agent.
6. The method of claim 1 further comprising gathering additional information about an e-mailer of the e-mail wherein the confidence level of the response is altered based on the additional information.
10. A method of responding to an e-mail comprising:
receiving an email;
creating possible responses to the received e-mail;
ranking the possible responses;
filtering illogical responses to provide a list of acceptable responses.

5 The method of responding to an e-mail further comprising selecting at least one e-mail response from the plurality of e-mail responses

6. The method of responding to an e-mail further comprising ranking the plurality of responses based on a confidence level

1. an e-mail response system comprising:

an e-mail processor configured to process client e-mails with, the e-mail server for receiving text;

memory configured to store a list of keywords;

a processor for comparing at least a portion of the received text to the keywords and assigning confidence values to selected keywords based on the likelihood that the selected keywords represent an intent of the client based on the comparing;

wherein when an assigned confidence level is above a predetermined threshold an automated e-mail reply is sent to the client and when all assigned confidence level are below a predetermined threshold the e-mail is forwarded to an agent.

2. The e-mail response system of claim 1, wherein the processor assigns the confidence level.

3. The e-mail response system of claim 1 wherein the processor compares the confidence levels to the predetermined threshold.

4. The e-mail response system of claim 1 wherein when the assigned confidence level is equal to the predetermined threshold the processor can provide one of routing a reply e-mail to the client and forwarding the e-mail to an agent.

5. The e-mail response system of claim 1 further comprising a display to display a list of possible responses to an agent.

6. The e-mail response system of claim 5 further wherein confidence levels are displayed with the possible e-mail responses.

7. The e-mail response system of claim 5 further comprising a graphical user interface wherein the agent can point and click on the e-mail response and the e-mail response is transmitted to the client.

8. The e-mail response system of claim 1 wherein the predetermined threshold is adjustable.

9. The e-mail response system of claim 1 wherein client information is obtained from the e-mail and stored in the memory.

10. The e-mail response system of claim 9 further comprising a rules table for masking invalid reply e-mails based on client information.

A method of responding to received e-mails comprising:

_____ ; and

_____.

2. The method of claim **Error! Reference source not found.**, wherein

_____.

3. The method of claim **Error! Reference source not found.**, wherein the

_____.

3. An apparatus comprising: